

In the Specification

Page 7, lines 15-17:

The invention also provides a computer program product comprising a computer readable medium encoded with instructions in machine readable form which implements this method in a web server having an interface with a contact centre.

Page 11, lines 7-8:

A computer program product comprising a computer readable medium encoded with instructions in machine readable form is also provided to implement this method in a web server.

Page 15, lines 11-13:

A computer program product comprising a computer readable medium encoded with instructions in machine readable form is also provided by the invention for executing this method in a computing system of a contact centre.